



TECHNOLOGY PLAN 2002-2003

PROVIDENCE PUBLIC LIBRARY

Contents:

Vision Statement
Goals, Objectives, Activities
 I Public Services
 II Staff/Administrative Services
 III Community Relations
 IV Interagency Cooperation
Current Equipment and Equipment Inventory
Staffing
Funding
Evaluation process

Vision Statement

Providence Public Library provides and facilitates access to information for the community at-large and other libraries by offering materials, staff support, and centers for meeting and learning. Operating from a reputation for excellence and a history of community investment, the Providence Public Library, a national leader, assures that everyone---every child and adult; every citizen and newcomer; every individual and group, regardless of economic position, neighborhood, and native language---will have an opportunity to grow intellectually, to nurture creativity, and to achieve their potential. The Library will offer informational and educational services and recreation in both traditional and innovative ways that anticipate the needs of its growing and diverse populations.

This technology plan for 2002 addresses the library's vision in terms of acquiring, organizing, and disseminating electronic resources that will inform, educate, and enrich the lives of our users.

The public expectations of electronic resources are more sophisticated and demanding. These expectations and demands will continue to increase and will translate into a need for the library to provide more timely delivery of information across a wider diversity of formats. The library user of

tomorrow will expect they can retrieve any piece of information, with ease, at any time, from any place.

This plan reflects our ongoing commitment to providing the best possible resources in an environment of constantly changing technologies. It is our best effort to predict the future impact of emerging technologies on library service.

The library should grow as a collection of electronic resources, as a provider of information access, and as a developer of information resources. We must provide points of access to electronic resources, both the resources that we collect, and those that we develop ourselves. The library should continue as a developer or publisher of electronic resources. This role of the library expands access to materials that are unique to our collection, especially historical materials that can be preserved indefinitely through digitization.

Integrating this technology plan into our traditional library services requires that all staff be properly trained to assist our users at their point of need, whether it be in the computer labs, reference rooms, circulation desks, on the telephone, via electronic mail, or virtual reference interviews.

The Internet and other tools to bring data across diverse computer platforms can provide us with new opportunities for bringing library services into homes and offices. The public library is a gateway for teaching, lifelong learning, and building new communities. Electronic resources and PPL teamed together have the opportunity to bring broader services to a more diverse community of users.

The Electronic Information Services Department manages information technologies and integrates these new technologies into our current services. The staff maintains the local area network, the personal computers, the software in our computer labs, the online subscriptions, teaches our public computer training classes, and composes articles for our *ELibrary* newsletter. The Electronic Information Services Department manages our hardware, software, staff and public computer training sessions, *ELibrary* demonstrations, and the Whiz Kids program as a fully integrated library service.

Goals, Objectives, and Activities

I. Goal for public services

Develop, implement, and evaluate PPL's service of providing electronic resources to all users of all ages for their educational, cultural, and information needs.

Objective 1: Evaluate and enhance electronic resource service to provide ease of use and access to electronic services within the library, 2002-2003

Activity: Increase number of public points of access to our electronic resources through wireless networks, 2002

Activity: Increase bandwidth to Branches to allow faster network services, 2002

Activity: Continue to replace DYNIX terminals with PCs, 2002-2003

Activity: Develop a plan and schedule the migration to Windows XP when new PCs are rolled out, 2002-2003

Activity: Evaluate our collection of electronic resources in comparison with the CLAN statewide database licenses offered, 2002-03

Activity: Monitor our Rhode Island Collection digital image library, anticipating 6,000 new text files uploaded to the remote server, 2002

Activity: Investigate and monitor the eBook reader industry, in preparation for possible general circulation of readers, 2002-03

Objective 2: Improve and expand services to users who use the library remotely

Activity: Continue to offer electronic databases to remote users, 2002

Activity: Investigate all vendor requirements and capabilities for remote access to all electronic resources, 2002

Objective 3: Enhance website design, functionality, and ease of use

Activity: Redesign Library Web pages, 2002

Activity: Provide more user services through Library website

Objective 4: Plan migration to the next generation of EPITECH automation software

Activity: Coordinate necessary hardware and software changes with all departments, 2002

Activity: Plan staff training on new automation software, 2002-03

Objective 5: Maximize use of communications between PPL and our users

Activity: Offer email services for routine Reference transactions, 2002

Activity: Offer program registration by email, web page forms, 2002

Activity: Continue to investigate available software for virtual reference service, 2002

Objective 6: Expand public training on electronic tools and resources

Activity: Create and implement a program for young adults, using World Wide Web resources, 2002

Activity: Offer computer and electronic resource programs for the Providence alternative high school classes that currently use our facilities for their school library, 2002

Activity: Offer subject-centered classes for public groups on specific electronic resources at all locations, 2002

Activity: Plan public training sessions on new OPAC, 2003

Objective 7: Offer a range of assistive technologies, improving access to library materials for blind and low-vision users

Activity: Develop a plan to evaluate need and implementation of assistive technology, 2001-02

Activity: Purchase software and hardware that assists low-vision or blind users use library materials electronically. Scanners, CCTV magnifiers, screen magnification software, and Kurzweil Scan and Read software will be primary purchases. 2002-05

II. Goal for staff productivity

Obtain, maintain, train, and promote the most efficient, effective, up-to date electronic resources in order to increase staff productivity through technology

Objective 1: Provide more points of access to computer resources

Activity: Expand wireless network technology, 2002-03

Activity: Increase number of computers per staff ratio through expanded wireless networking, 2002

Objective 2: Increase staff skills on various levels

Activity: Continue to offer training to all staff involved in word processing, spreadsheets, and database development, 2002-03

Objective 3: Enhance administrative functions by expanding our use of networked technologies

Activity: Build an administrative Intranet to post internal memos, directories, agendas, project reports, 2003

III. Goal for Community Relations

Build community relations programs, which will support the library and promote electronic resources

Objective 1: Work with the Marketing Department to develop an appropriate comprehensive public relations plan for Elibrary and Computer Whiz Kids

Activity: Continue publishing ELibrary newsletter bimonthly, 2002-

Activity: Create press releases describing success stories on using electronic resources, remote periodical databases, etc. 2002-

Activity: Continue to promote our business presence in RI and our electronic resources by participating in the Business Expo, 2002-

Objective 2: Use library technology resources to promote library programs and events

Activity: Build a mailing list database of library contacts, to generate custom lists system-wide, 2002

IV. Goal for Inter Agency cooperation

Cooperate with other libraries in RI, governmental agencies, community organizations to improve quality and efficiency of library technology and electronic resources

Objective 1: Assist other libraries in cooperative purchasing of online resources for RI

Activity: Continue to serve on CLAN committee to advise on selection of CLAN statewide reference database licenses

Activity: Continue to serve on statewide committees to write IMLS grant proposal for state historical digitization project

Activity: Serve on statewide committees to investigate new technology initiatives, 2002

Objective 2: Continue to work cooperatively on similar statewide initiatives

Activity: Provide staff, expertise, and technology for statewide projects, 2002-03

Objective 3: Offer staff training in various electronic resources as a State Reference Resource Center service to Rhode Island libraries

Activity: Develop statewide staff development Microsoft Office training sessions, 2002

Activity: Offer five classes in Windows, Word, Excel, Access, and Email to all LORI libraries, repeating sessions if needed.

<i>Current Technology and Equipment Inventory</i>
--

Hardware:

150 personal computers, all Pentium 3 or 4 connected on our NT network

3 Imacs

1 Windows 2000 application server

Dual 800 mhz pentium, 36 gig disc space, 1 GB memory

1 Webserver

Windows NT Internet Information Server

Dual 1.26GHz pentiums

72 gig disc space, 1 GB memory

1 Outlook Exchange Mail server

Dual 1.26 GHz pentium processors

1 gigabyte of RAM

72 Gig disc space

PPL shares an automated system with other CLAN libraries with a combined patron and bibliographic databases for circulation, cataloging, and public access. This Epixtech system runs on an HP 9000 L2000 server. There is also a CLAN Web and mail server, a Sun Netra running Solaris and Netscape Administration Web server, plus PINE and POP3 email.

Telecommunications:

PPL is linked to the CLAN telecommunications network. As the Central Site for CLAN, PPL connects to the remote libraries with either T-1 ATM or 384K frame relay connections.

PPL as the Central CLAN Site has a CISCO 7200 router and a CISCO 4000 catalyst switch.

Our access to the Internet is provided through several service providers, including an OC3 ATM connection to OSHEAN and a 3 mps connection to Conversent Communications.

Software:

Current Licensing owned and Reference Database subscriptions purchased:

AltHealthWatch	American Business Disc/ Reference USA
Autographics GPO Monthly Catalog Index	Biography and Genealogy Master Index
College Source	GenderWatch
Ethnic Newswatch	Financial Information Services Online/Mergent
Foundation Center Directory Online	Biography Resource Center
Foundation Center FC Search	Associations Unlimited
Predicasts PROMT	Acxiom InfoBase Phone Directory
Gale's Quotations	Health Reference Center
General BusinessFile ASAP	Discovering Collection

General Reference Center Gold	Literature Resource Center
ITDN, International Trade Data Network	NoveList
Grolier Multimedia	Encyclopedia Americana
New Book of Knowledge	World Book Online
Books in Print Plus	DIALOG
US Office of Patents and Trademarks database	“Homework Helper” Project: Includes Searchasaurus and Topic Search from EBSCO
Print Shop Deluxe	WinWay Resume
Mavis Beacon Teaches Typing	Type to Learn
PoemFinder and StoryFinder	Nueva Enciclopedia Cumbre
AnzioLite	NetLibrary
Grove’s Dictionary of Art	New Grove’s Dictionary of Music and Musicians
Microsoft Office 2000	

Maintenance:

Contracts with Epixtech, IDS, Atrion Networking, Aegis Associates, and XeroxTektronics provide hardware and software maintenance and support.

Staffing

PPL shares staff with CLAN as the Central Site for the statewide network. The Data Processing Department librarian, four DP technicians, and the Assistant Director of Support Services all perform duties that are crucial to the operation of both CLAN and PPL. The Library also employs two Computer Support Specialists who maintain our network and our PC s. This position requires knowledge of network software, and PC troubleshooting. The Head of the Electronic Information is a librarian manager who develops programs, coordinates staff and public computer training, and promotes the library’s electronic resources. Computer Training Specialists (5 positions)

develop programs and classes, providing both staff training and public instruction. A Specialist and the Department Librarian create and maintain the website.

Funding

Budget to support technology and services:

PPL Operating budget

CLAN budget

Champlin grants

OLIS/LSTA grants to continue Homework Helpers Project

Evaluation Process

The following indicators will determine the effectiveness of library technology in accomplishing its stated service goals:

- number of reference transactions in person, by telephone, by fax, by email
- number of hits on our web server
- statistics on individual database use
- statistics on class attendance
- number of points of access
- number of users accessing our remote authorizations
- number of Computer Whiz Kids who complete the multi-session program
- number of staff training sessions held
- number of new PCs replaced every year
- computer lab registrations
- amount of new software installed

The evaluation process will be done by the Electronic Information Services Department, revised and reviewed annually.

SUBMITTED BY

Dorey W. Conway, Head of Electronic Information Services

_____ Date _____